

FIG.1

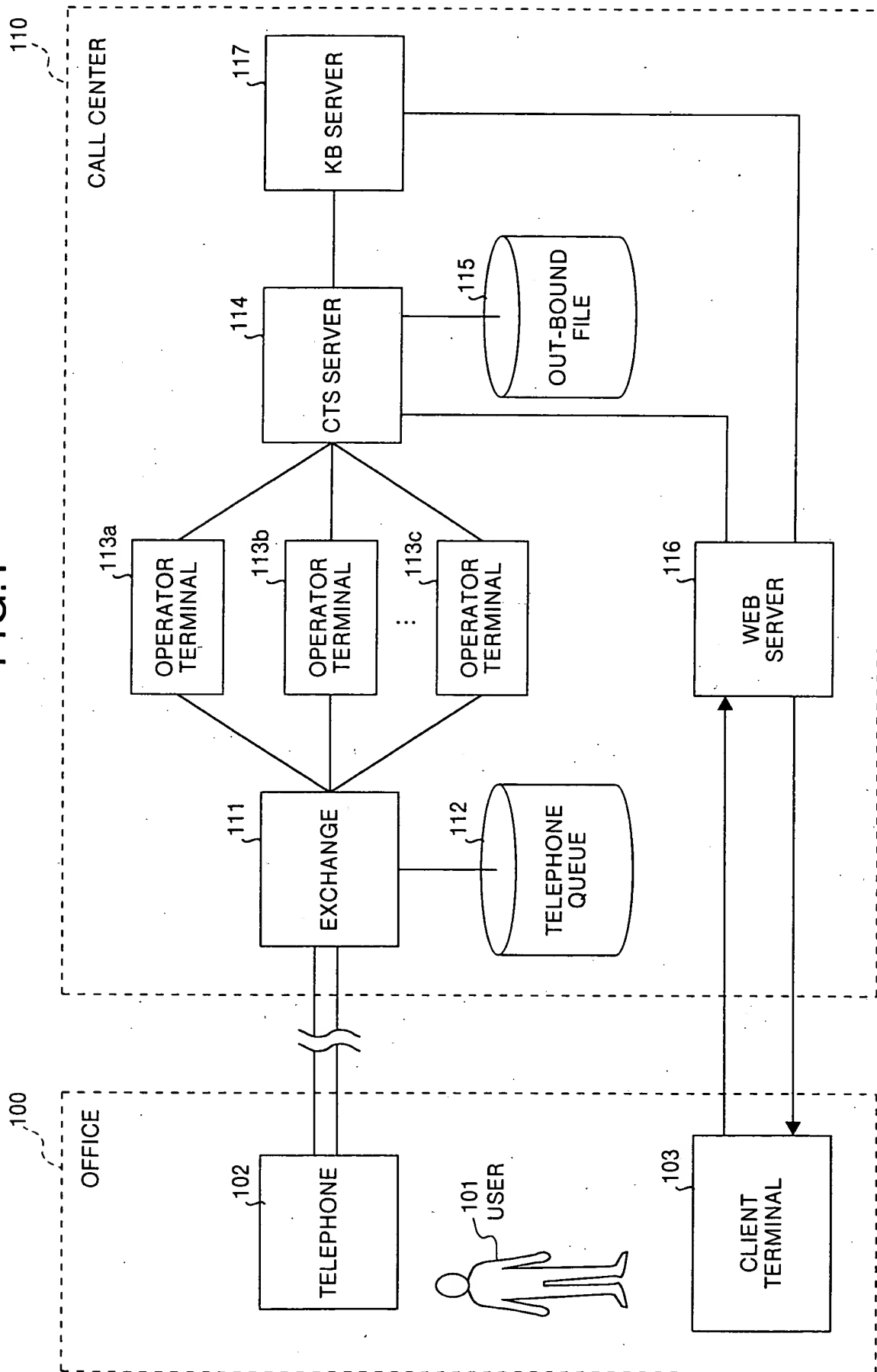


FIG.2

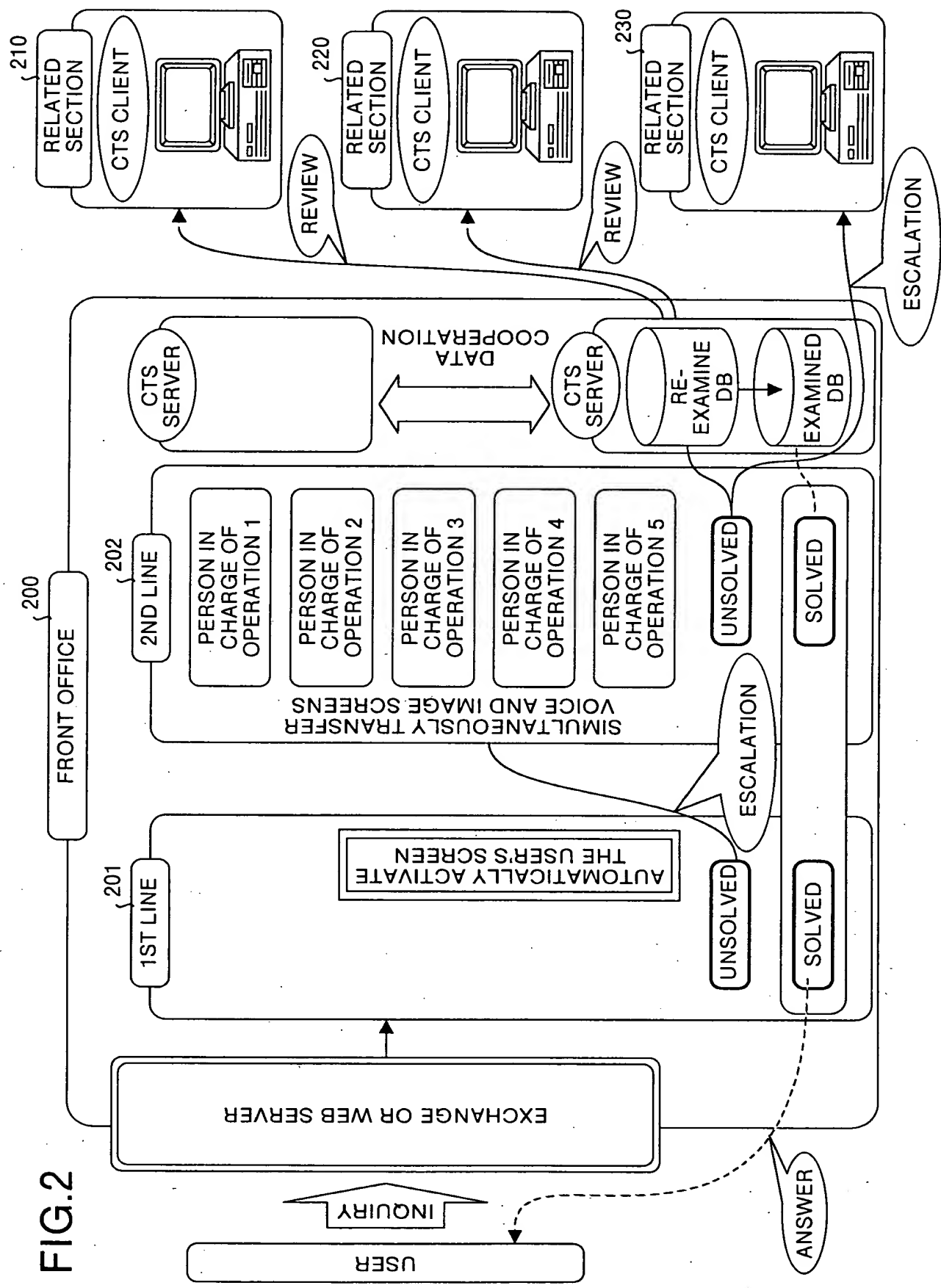


FIG.3

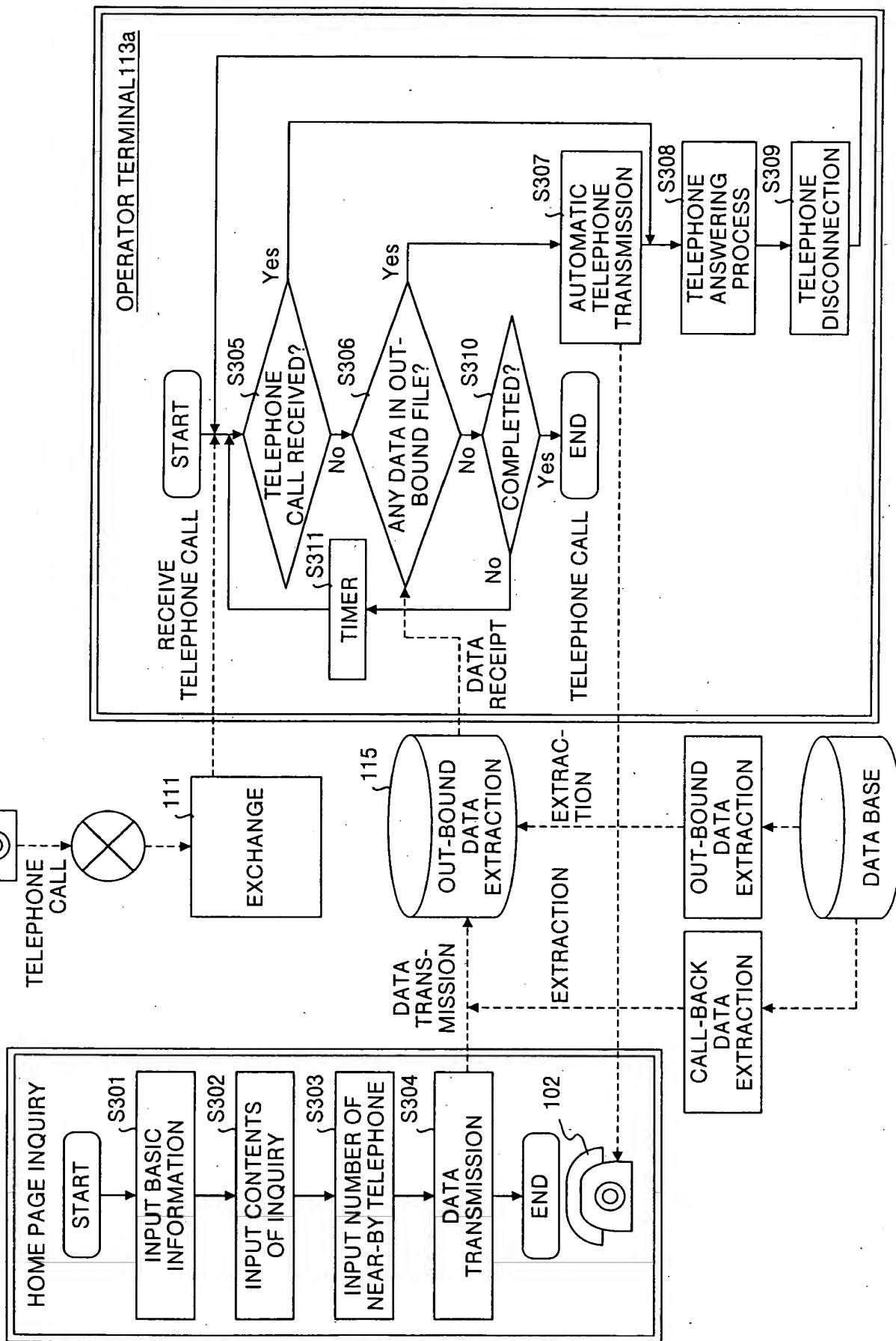
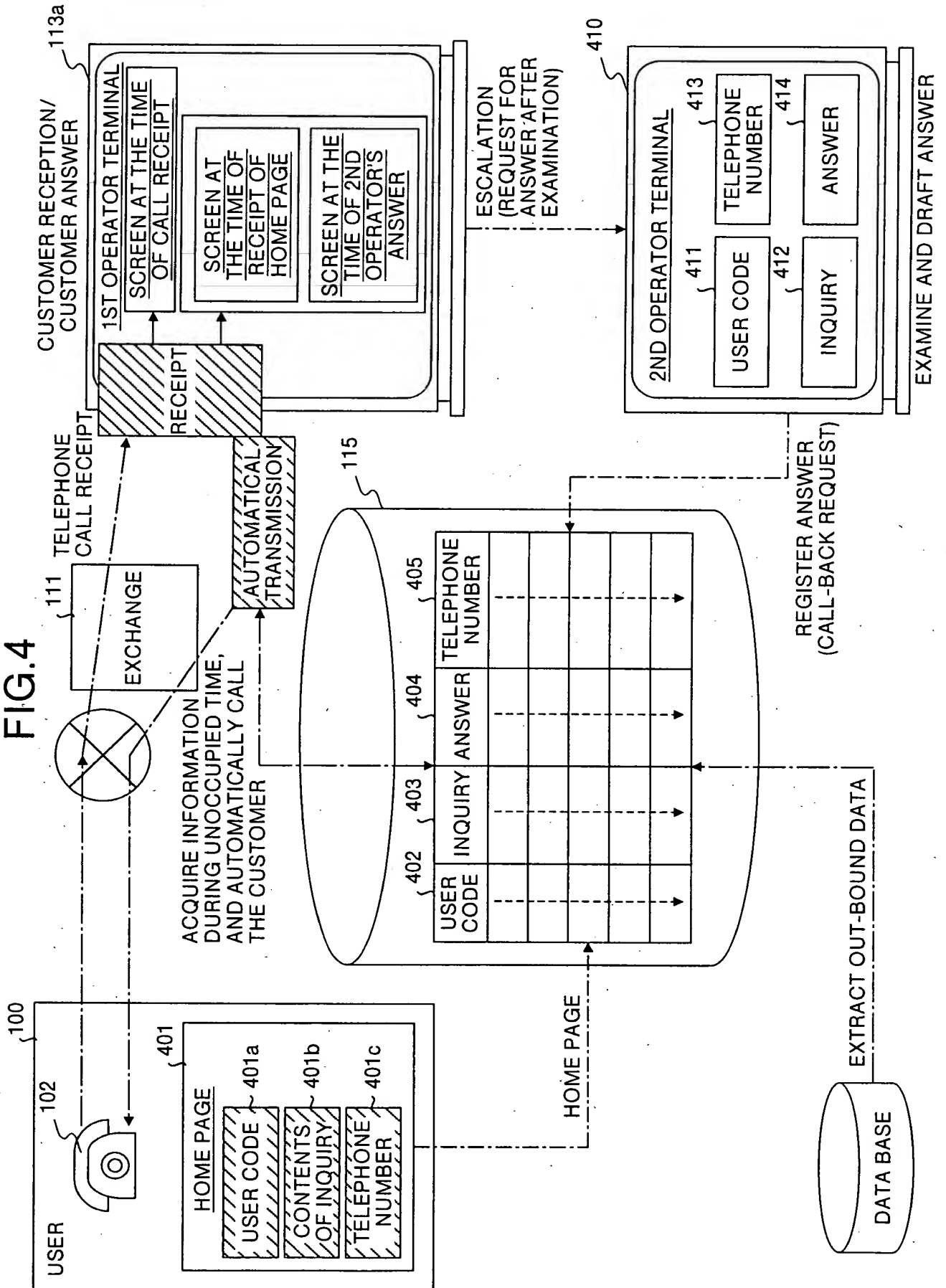


FIG. 3

FIG. 4



FILE(F) EDIT(E) DISPLAY(V) SHIFT(G) FAVORITE(A) HELP(H)	
LINK	
WINDOWS UPDATE INTERNET START	
TYPE ID STATE ELAPSED TIME (DAY) USER CODE NAME CATEGORY	
271 OPEN 021 0027 999999 ANONYMOUS BUSINESS 1	
CALL RECEIVED PLEASE ANSWER THE CALL RESPONSE	
ITOU-KAIHATSU JOB HOLDER DEFAULT QUEUE QUEUE LIST IN CHARGE QUEUE LIST ACCOUNTING SECTION STOCK PARTS	

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FIG.6

FILE(F) EDIT(E) DISPLAY(V) SHIFT(G) FAVORITE(A) HELP(H)	
LINK	
CASE NAME UNSET 4	
NAME IN CHINESE CHARACTERS : 清水 祐子	
NAME IN KANA CHARACTERS : シミズ ヒロコ	
ENROLLED COMPANY :	
USER CODE : 201808	
BUSINESS TYPE CODE : 1234	
DEPARTMENT : 1234	
COMPANY : 1234	
RETRIEVAL OF USER	
ANONYMOUS	
CLEAR	
OFFICE BUILDING : OUTSIDE SYSTEM DUMMY OFFICE (9990)	
CLASS : 2000/01/26	
DATE OF FILE : 19:04:33	
TELEPHONE NUMBER : 0123-45-6789	
CASE	
RETRIEVE	
PAST CASE	
FORM OF INQUIRY : SECTION 1	
CATEGORY : BUSINESS 1	
EVALUATION : NONE	
CONTENTS OF INQUIRY :	
CONTENTS OF ANSWER :	
MAIL ANSWER RECEIVING END ADDRESS	
TRANSMISSION HISTORY : [UN-TRANSMISSION]	
MAIL TRANSMISSION	
NEXT CASE	
STORE CASE	
ACQUIRE SOLUTION	
ESCALATION	
JOB REQUEST	
CALL-BACK	
SOLUTION END	
CLOSE	
STAND-BY	
CASE NAME UNSET 4	
SYSTEM 19:20	

FIG.7

NEW INQUIRY
FILE(F) EDIT(E) DISPLAY(V) SHIFT(G) FAVORITE(A) HELP(H)
ADDRESS

LINK
WINDOWS UPDATE
INTERNET START

NEW INQUIRY

1. INPUT PERSONAL DATA

*IF USER CODE IS INPUTTED, IT IS NOT NECESSARY TO INPUT THE OTHER ITEMS

*PLEASE INPUT ONLY NECESSARY ITEMS

★USER CODE

*PLEASE INPUT USER CODE BY USING HALF-SIZE FIGURES

COMPANY NAME

DEPARTMENT

POST

701

2. INPUT YOUR INQUIRY

CONTENTS OF INQUIRY CATEGORY

CONTENTS OF INQUIRY

702

AT PRESENT, I AM ON MATERNITY LEAVE, BUT I'LL SOON RETURN TO MY OLD JOB
PLEASE TELL ME THE RELATED PROCEDURES

PAGE DISPLAYED
INTRANET ZONE

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401

TEST 20" 46B24860

APPROVED	Q.B. FIG.
BY	CLASS SUBCLASS
DRAFTSMAN	

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FIG.8

NEW INQUIRY

FILE(E) EDIT(E) DISPLAY(V) SHIFT(G) FAVORITE(A) HELP(H)

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⌕

A

⌕

ADDRESS

http://jinji1/ht

LINK

WINDOWS UPDATE

INTERNET START

CH

AT PRESENT, I AM ON MATERNITY LEAVE, BUT I'LL SOON RETURN TO MY OLD JOB
PLEASE TELL ME THE RELATED PROCEDURES

3. RETRIEVE INQUIRY

☆RETRIEVAL BASED UPON SOLUTION
THIS SYSTEM RETRIEVES PAST CASES FOR THE CONTENTS OF INQUIRY

☆INQUIRY TO CALL CENTER
THE ABOVE-MENTIONED CONTENTS OF INQUIRY ARE TRANSMITTED
PLEASE SPECIFY A METHOD TO ANSWER
※PLEASE INPUT BY HALF-SIZE FIGURES

● INQUIRY BY TELEPHONE (SERVICE TIME ZONE: 8:40 TO 19:00)
YOU WILL HAVE A RETURN CALL TO SPECIFIED TELEPHONE NUMBER IMMEDIATELY FROM CALL CENTER. IF WE CANNOT CALL YOU FOR ANY REASON, WE WILL NOTIFY YOU OF THE STATE THROUGH AN E-MAIL

YOUR TELEPHONE NUMBER
0123-45-6789

E-MAIL ADDRESS
shimizu@xx.co.jp

INQUIRY THROUGH E-MAIL
WE WILL GIVE YOU AN ANSWER ABOUT THE INQUIRY BY E-MAIL

E-MAIL ADDRESS FOR ANSWER

TRANSMIT

RESET

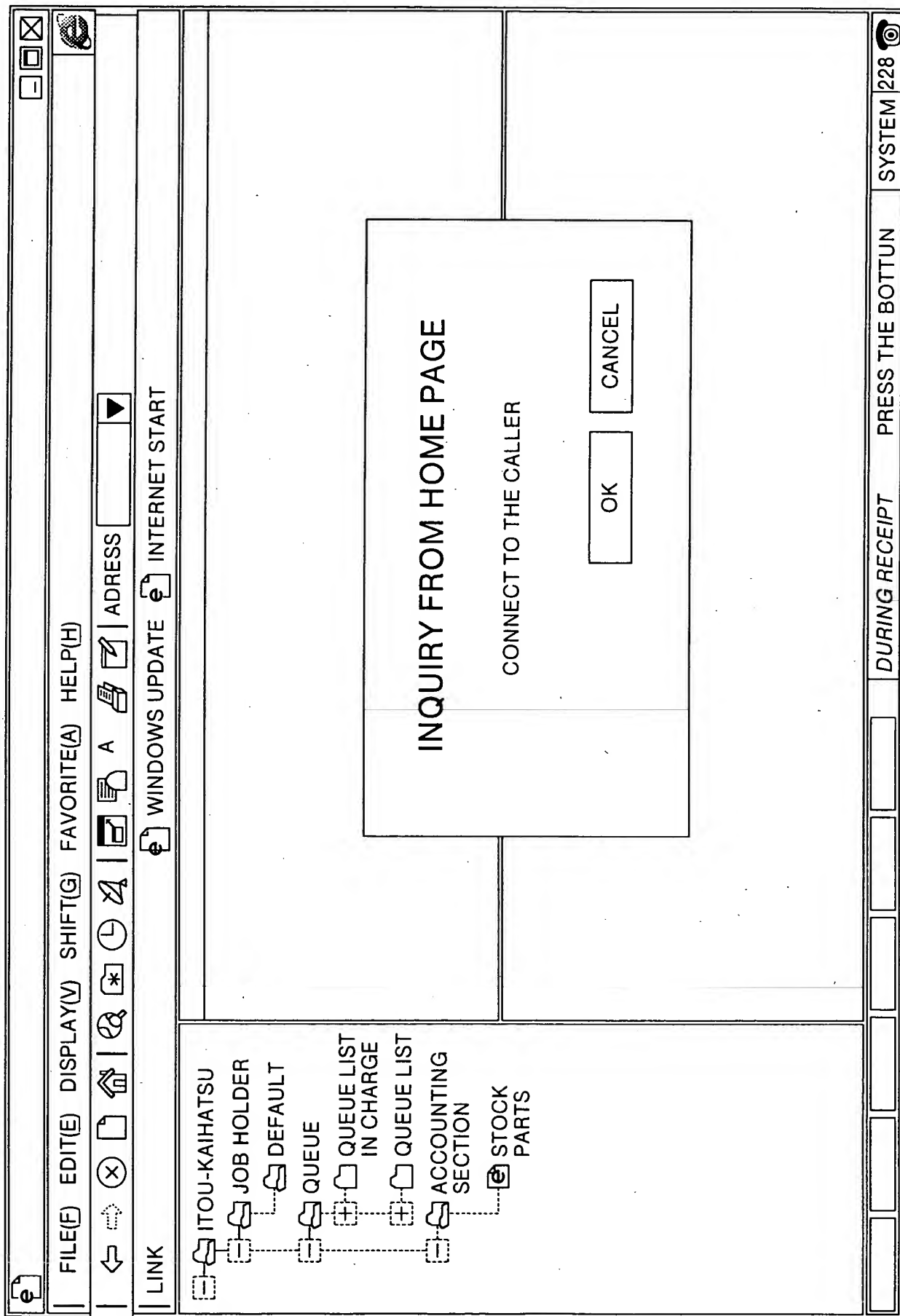
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INTRANET ZONE

704

705

703



POST 20 46824860

FIG.10

FILE(F) EDIT(E) DISPLAY(V) SHIFT(G) FAVORITE(A) HELP(H)	
LINK	
WINDOWS UPDATE INTERNET START	
CASE NAME UNSET 4	
NAME IN USER CODE : 201808 BUSINESS TYPE CODE : 1234 DEPARTMENT : 1234 COMPANY : 1234 OFFICE BUILDING : OUTSIDE SYSTEM DUMMY OFFICE (9990) CLASS :	NAME IN KANJI CHARACTERS : 清水 祐子 RETRIEVAL OF USER ANONYMOUS CLEAR DATE OF FILE : 2000/01/26 19:04:33 TELEPHONE NUMBER : 0123-45-6789
CASE RETRIEVE PAST CASE	
FORM OF INQUIRY : SECTION 1 CATEGORY : BUSINESS 1 EVALUATION : NONE	
CONTENTS OF INQUIRY :	
AT PRESENT, I AM ON MATERNITY LEAVE, BUT I'LL SOON RETURN TO MY OLD JOB. PLEASE TELL ME THE RELATED PROCEDURES.	
MAIL ANSWER RECEIVING END ADDRESS shimizu@xx.co.jp	
TRANSMISSION HISTORY : [UN-TRANSMISSION]	
MAIL TRANSMISSION	
NEXT CASE STORE CASE ACQUIRE SOLUTION ESCALATION JOB REQUEST CALL-BACK SOLUTION END CLOSE	
STAND-BY CASE NAME UNSET 4 SYSTEM 19:20	

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FIG. 11

FILE(F) EDIT(E) DISPLAY(V) SHIFT(G) FAVORITE(A) HELP(H)	
LINK	
WINDOWS UPDATE	
INTERNET START	
CASE NAME UNSET 4	
USER CODE : 201808 BUSINESS TYPE CODE : 1234 OFFICE BUILDING : OUTSIDE SYSTEM DUMMY OFFICE (9990)	NAME IN CHINESE CHARACTERS : 清水 祐子 NAME IN KANA CHARACTERS : シミズ ヒロコ DEPARTMENT : 1234 COMPANY : 1234 CLASS : DATE OF FILE : 2000/01/26 19:04:33
ENROLLED COMPANY : RETRIEVAL OF USER : ANONYMOUS CLEAR	
TELEPHONE NUMBER : 0123-45-6789	

CASE	RETRIEVE	PAST CASE	
FORM OF INQUIRY : SECTION 1 CATEGORY : BUSINESS 1 EVALUATION : NONE			
CONTENTS OF INQUIRY : AT PRESENT, I AM ON MATERNITY LEAVE, BUT I'LL SOON RETURN TO MY OLD JOB. PLEASE TELL ME THE RELATED PROCEDURES.		CONTENTS OF ANSWER : AFTER RETURNING TO WORK, PLEASE INPUT NECESSARY ITEMS IN ACCORDANCE WITH THE MENU SCREEN IN AN XX SYSTEM WORKING CONDITIONS WILL BE DETERMINED BY YOUR SUPERIOR; THEREFORE, PLEASE GET IN TOUCH WITH HIM OR HER.	
MAIL ANSWER RECEIVING END ADDRESS : shimizu@xx.co.jp		TRANSMISSION HISTORY : [UN-TRANSMISSION] MAIL TRANSMISSION	

NEXT CASE	STORE CASE	RETRIEVE FTS	RETRIEVE SB	ACQUIRE SOLUTION	ESCALATION	JOB REQUEST	CALL-BACK	SOLUTION END	CLOSE
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STAND-BY	CASE NAME UNSET 4
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SYSTEM 19:20